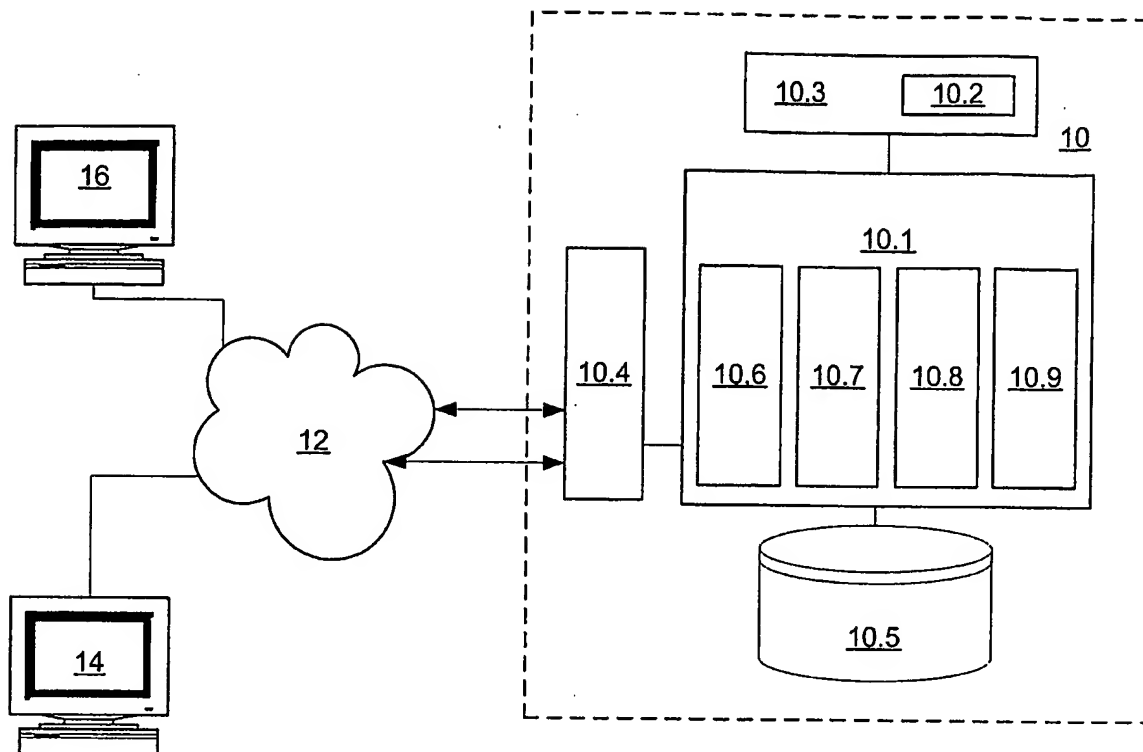
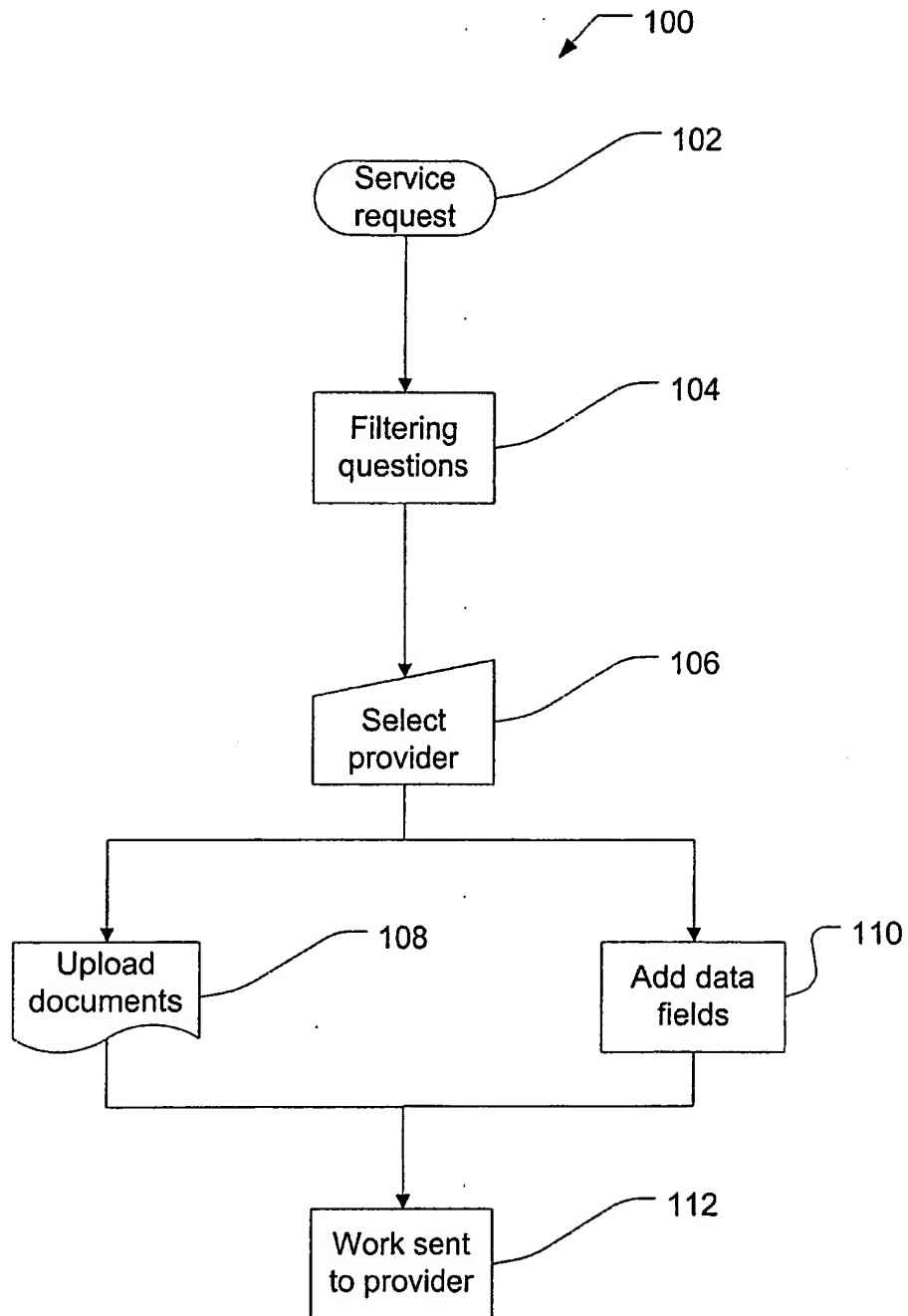
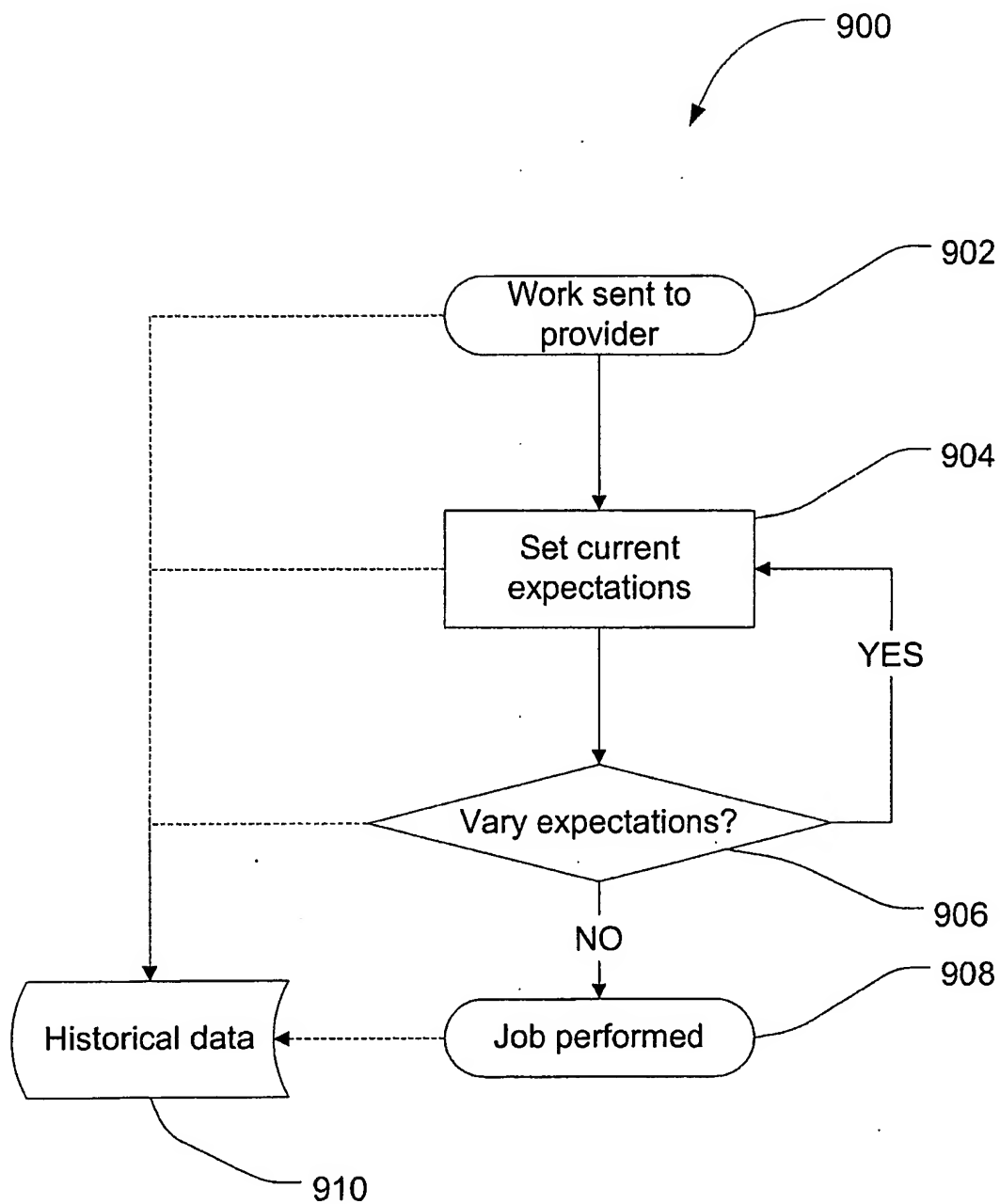


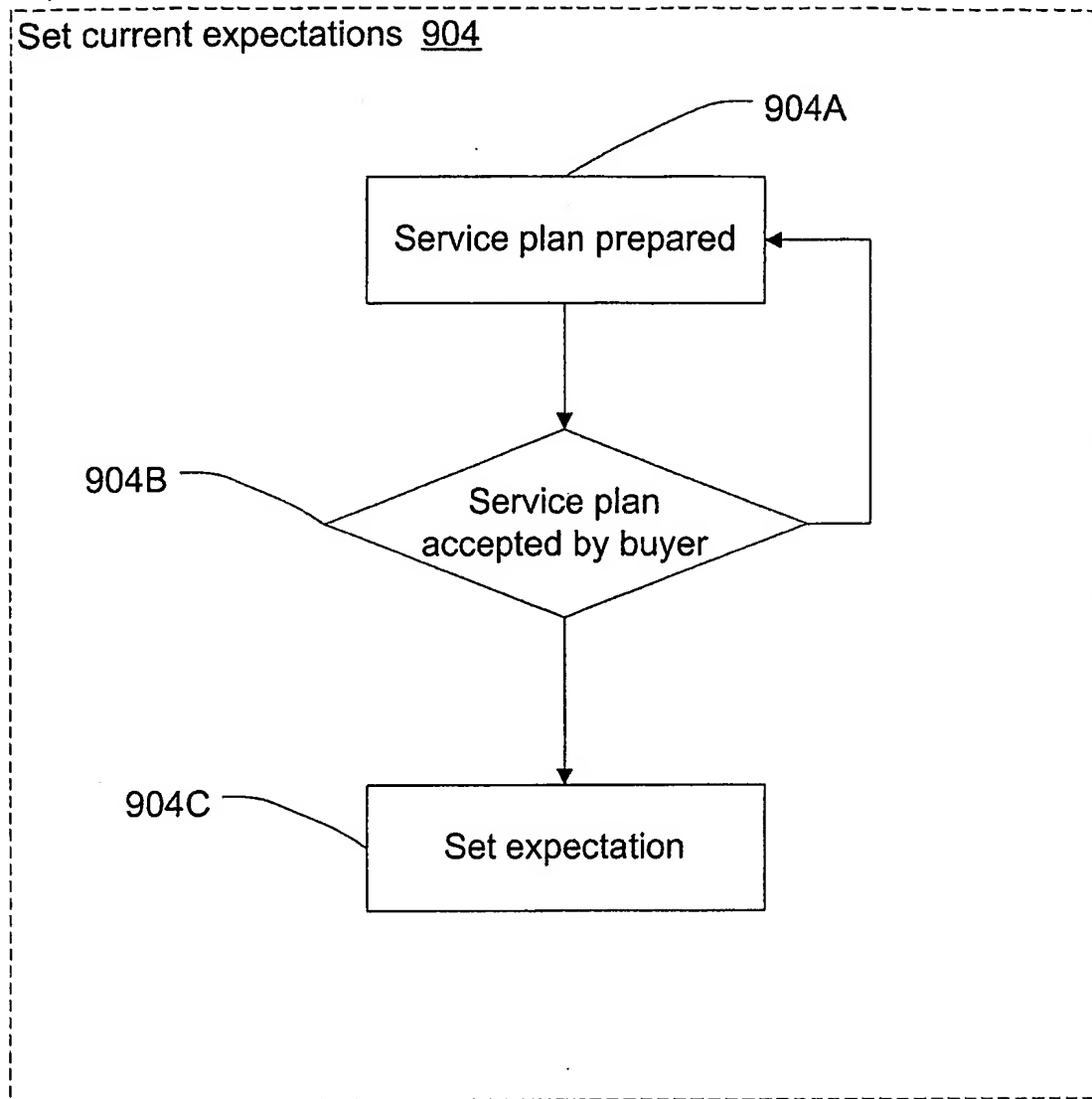
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**FIG. 1**

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**FIG. 2**

**FIG. 2A**

**FIG. 2B**

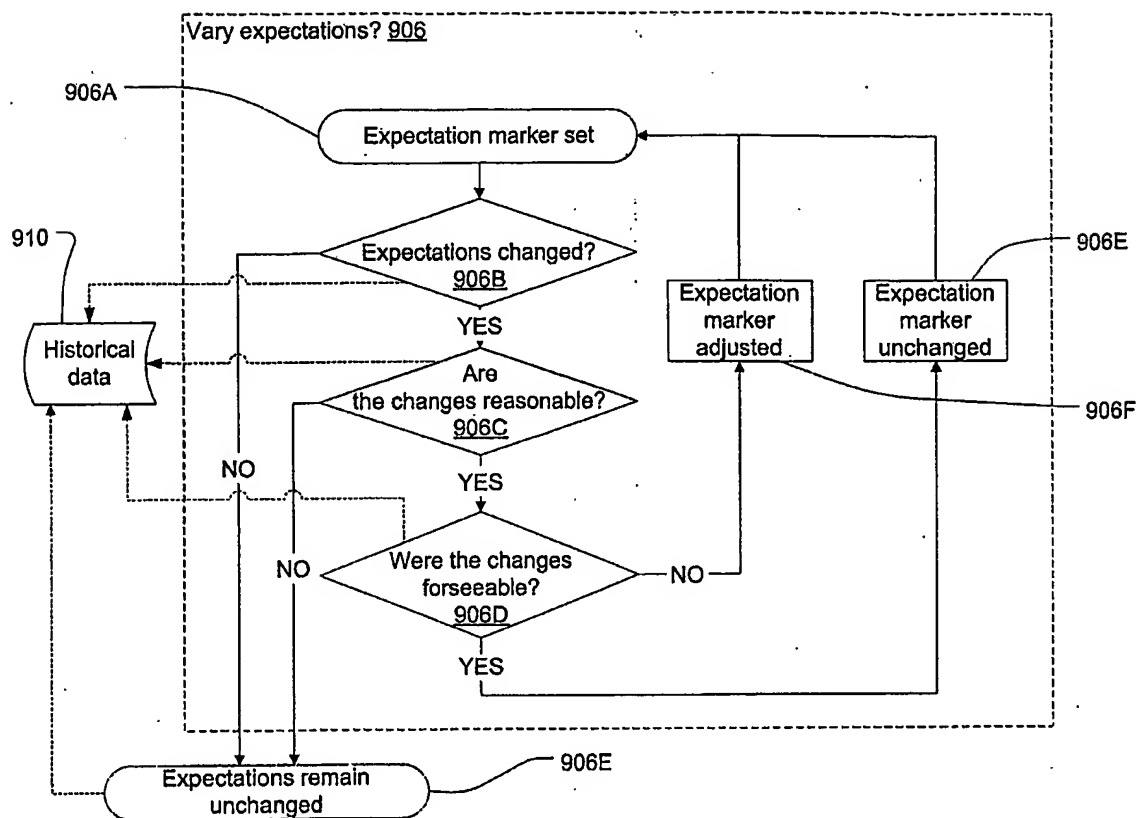


FIG. 2C

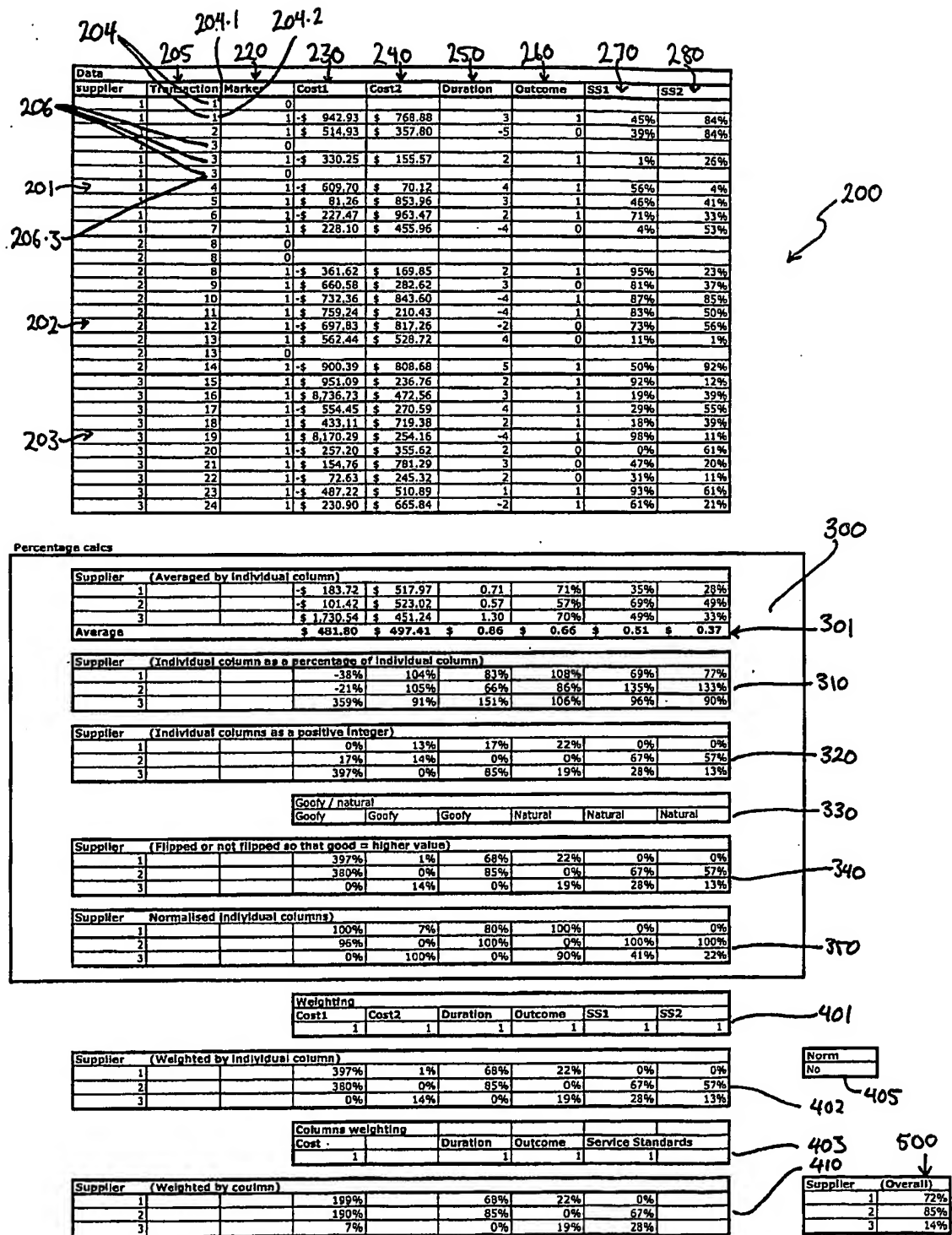


FIG. 3

Expectations

Current expectation 10

Request change to 12

Reason 1002
Claimant not sighted but additional hours are likely to result in sighting

Other Information 1004
Difficulty in locating claimant.

Save Cancel

Number of hours of surveillance requested

Final Report Due By 2004-10-06

(show history)

1010 1012 1008 1006

FIG. 4A

Expectations

Current expectation 10

Supplier requested change 12

Supplier reason 1102
Claimant not sighted but additional hours are likely to result in sighting

Other Information 1104
Difficulty in locating claimant.

Save Cancel

Number of hours of surveillance requested 1110

Your response 1111
Accept (measured against new expectation)
Accept (measured against old expectation)
Reject

Reason 1112
Please choose

Other Information 1113

Final Report Due By 2004-10-06

(show history)

1106 1108 1114 1116

FIG. 4B

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Claims: 12345 (John Peters) » Referral: Surveillance - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Mode Print PageRank 5 blocked AutoFill Options

Address <https://> Go Links

Google Search Web

Claims Referrals Tasks Reports Admin
Click for feedback (opens new window)

Claim: 12345 (John Peters) » Referral: Surveillance

Job Info
Referral Details
Forms to Complete
Tasks
Messages
Invoices
Job Management
Users
Documents
Referral Summaries

Please rate the performance of the investigator against your expectations.

Did the investigator address the aims of your enquiry in the manner you expected? ☐ Not expectations ☐ Met expectations

Please rate the usefulness of the investigation.

Will the report assist you in the management of the claim in the manner you expected? ☐ Not expectations ☐ Met expectations

Comments

Please comment on the investigator's performance in any areas where they exceeded your expectations

Please comment on the investigator's performance in any areas where they failed to meet your expectations

Review Complete

Is this review complete? ☐ Yes ☐ No

The case manager enters feedback on the quality and usefulness of the report.

FIG. 4C